IN THE CLAIMS:

Please amend the claims as follows:

1.   (Currently Amended)   A method of providing entitlement services information to users, comprising:

receiving a request for entitlement services information for a particular user, wherein the entitlement services comprise one of maintenance agreements and service agreements;

in response to receiving the request:

accessing a common entitlement services information repository; wherein the common entitlement services information repository associates entitlement services with products to which the entitlement services attach and with users of the products; wherein each of at least a portion of the plurality of users is associated with at least two products; and

providing a first application with entitlement services information for the particular user, wherein the first application corresponds to a first entitlement service; and

passing at least a portion of the entitlement services information for the particular user from the first application to a second application, wherein the second application corresponds to a second entitlement service, and wherein the second application does not support the first entitlement service; and

transmitting a response containing the portion of the entitlement services information from the second application to the particular user.

2.   (Original)   The method of claim 1, wherein the common entitlement services information repository associates a combination of an entitlement service, a product and a user with a geographic region.

3.   (Original)   The method of claim 1, wherein the at least two products comprise at least one hardware product and at least one software product.

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4.　(Original)　The method of claim 1, wherein the request is issued by a Web based application.

5.　(Previously Presented)　The method of claim 1, wherein the request is issued by the first application invoked by the particular user browsing a Web site.

6.　(Previously Presented)　The method of claim 1, wherein the first application is configured to provide support for only a portion of a plurality of entitlement services represented in the common entitlement services information repository.

7.　(Cancelled)

8.　(Original)　The method of claim 1, further comprising populating the common entitlement services information repository with entitlement services data contained in a plurality of entitlement services databases each of which are specific to a particular product.

9.　(Original)　The method of claim 8, wherein populating comprises associating a combination of an entitlement service, a product and a user with a geographic region.

10.　(Currently Amended)　An entitlement services system, comprising:
a common entitlement services information system comprising a repository associating entitlement services with products to which the entitlement services attach and with users of the products; wherein each of at least a portion of the plurality of users is associated with at least two products, wherein the entitlement services comprise one of maintenance agreements and service agreements; and
at least one server hosting a plurality of applications each configured to issue requests to the common entitlement services information system for entitlement services information and each configured to pass entitlement services information between one another, wherein a first one of the plurality of applications corresponding

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<u>to a first entitlement service passes at least a portion of the entitlement services information to a second one of the plurality of applications corresponding to a second entitlement service, wherein the second one of the plurality of applications does not support the first entitlement service, and wherein the second one of the plurality of applications is configured to transmit a response containing the portion of the entitlement services information to one of the plurality of users.</u>

11. (Cancelled)

12. (Original)   The system of claim 10, wherein the repository associates a combination of an entitlement service, a product and a user with a geographic region.

13. (Cancelled)

14. (Original)   The system of claim 10, wherein the at least two products comprise at least one hardware product and at least one software product.

15. (Previously Presented)   The system of claim 10, wherein each of the plurality of applications is configured to provide support for only a portion of a plurality of entitlement services represented in the repository.

16. (Original)   The system of claim 15, further comprising a web server hosting a Web service providing an interface to each of the plurality of applications.

17. (Original)   The system of claim 15, wherein the plurality of applications are invoked by browser requests.

18. (Original)   The system of claim 10, further comprising a plurality of entitlement services databases from which entitlement services information is replicated to the common entitlement services information repository.

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19.   (Original)   The system of claim 18, wherein each of the plurality of entitlement services databases is specific to a particular product.

20.   (Original)   The system of claim 18, wherein each of the plurality of entitlement services databases is specific to a particular geographic region.

21.   (Currently Amended)   An entitlement services system, comprising:

(a)   a common entitlement services information system, comprising:

a repository associating entitlement services with products to which the entitlement services attach and with users of the products; wherein each of at least a portion of the plurality of users is associated with at least two products, wherein the entitlement services comprise one of maintenance agreements and service agreements; and

an access control software component configured to access the repository in response to entitlement services information requests;

(b)   at least one server executing a plurality of Web based applications configured to issue the entitlement services information requests, wherein each of the plurality of applications is configured to pass entitlement services information between one another, wherein a first one of the plurality of applications corresponding to a first entitlement service passes a portion of the entitlement services information to a second one of the plurality of applications corresponding to a second entitlement service, wherein the second one of the plurality of applications does not support the first service, and wherein the second one of the plurality of applications is configured to transmit a response containing the portion of the entitlement services information to one of the plurality of users;

(c)   a web server hosting a Web service providing an interface to each of the plurality of applications; and

(d)   a plurality of entitlement services databases from which entitlement services information is replicated to the common entitlement services information repository.

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22. (Original) The system of claim 21, wherein each of the plurality of applications is configured to provide support for only a portion of a plurality of entitlement services represented in the repository.

23. (Original) The system of claim 21, wherein the plurality of applications are invoked by browser requests.

24. (Cancelled)

25. (Original) The system of claim 21, wherein the repository associates a combination of an entitlement service, a product and a user with a geographic region.

26. (Original) The system of claim 21, wherein the at least two products comprise at least one hardware product and at least one software product.

27. (Previously Presented) The system of claim 21, wherein entitlement services information is replicated to the common entitlement services information repository from the plurality of entitlement services databases via a plurality of adaptors.

28. (Previously Presented) The system of claim 21, wherein each of the plurality of entitlement services databases is specific to a particular product.

29. (Previously Presented) The system of claim 21, wherein each of the plurality of entitlement services databases is specific to a particular geographic region.

Please add the following new claims:

30. (New) The method of claim 1, wherein the first entitlement service attaches to a first product and wherein the second entitlement service attaches to a second product.

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31. (New)   The method of claim 1, wherein the first entitlement service and the second entitlement service attach to a same product.

32. (New)   The system of claim 21, wherein the first entitlement service attaches to a first product and wherein the second entitlement service attaches to a second product.

33. (New)   The system of claim 21, wherein the first entitlement service and the second entitlement service attach to a same product.

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